

ACCESS 4.0/CWW 2.0: Update and discussion of key local agency decisions



www.access.wisconsin.gov



ACCESS 4.0/CWW 2.0: Proposed schedule

- ◆ Construction: 10/10/05 to 1/20/06
- ◆ System Testing: 1/17/06 to 2/17/06
- ◆ User testing: 2/20/06 to 3/31/06
- ◆ Training: 5/1/06 to 5/31/06
- ◆ Production: 6/1/06

Actions and options for ACCESS applications

Step 1	Step 2	Step 3	Step 4
ACTION: Client submits ACCESS Application online	ACTION: ACCESS Application goes to Local Agency Inbox.	ACTION: Worker creates RFA after reviewing summary of application and selecting primary person.	ACTION: Worker processes case using Application Entry screens
	OPTION: From the Inbox, application is assigned to a worker by a staff member OR selected directly by worker		OPTION: Either the worker who created the RFA OR a different worker uses the Application Entry pages to review data and run eligibility.

Actions and options for Mail-In applications

Step 1	Step 2	Step 3	Step 4	Step 5
ACTION: Client sends Mail-In Application	ACTION: CR worker or case worker completes Client Registration and creates new RFA	ACTION: CR worker, case worker or other staff uses new mail-in data entry screens to enter data from mail-in application	ACTION: (Optional) Mail-in RFA goes to Local Agency Inbox	ACTION: Worker processes case using Application Entry screens and runs eligibility
	(Current process for CR and RFA creation does not change)	OPTION: Case Worker who has entered mail-in data can begin intake OR worker who has entered mail-in data can send the mail-in RFA to Local Agency Inbox	OPTION: From the Inbox, application is assigned to a worker by a staff member OR selected directly by worker	(Current two-worker model for RFA creation and case confirmation does not change)

Key process questions

- What goes into the Inbox?
 - *Will your agency use the Inbox only for ACCESS applications, or also for mail-in, walk-in, phone-in RFAs?*
- How do items come out of the Inbox?
 - *Will workers in your agency get ACCESS applications and/or mail-in, phone-in or walk-in RFAs from the Inbox by assignment, direct selection, or both?*
 - *What criteria will be used for assignment or selection by workers?*
 - *How frequently should staff members check the Inbox?*
 - *What will your process be for handling Priority Service applications?*
- How will items be processed once they're out of the Inbox?
 - *Which type of worker will be responsible for each step in the process?*
- Who will enter mail-in data using the new mail-in screens?
- Based on these decisions, which staff members will complete these tasks?